

Welsh Language Standards - Action Plan

The [Welsh Language \(Wales\) Measure 2011](#) provides a legal framework that places duties on some organisations to comply with standards in relation to the Welsh language through subordinate legislation (the Welsh Language Standards Regulations). The standards placed on Ofcom are listed in the ['Ofcom Compliance Notice - Section 44 of the Welsh Language Measure \(Wales\) 2011'](#).

This document was created to comply with the following standards with which Ofcom has a duty to comply - 157, 159, 163 and 165.

This document sets out how we intend to comply with the service delivery standards, policy making standards and operational standards provided to Ofcom by the Welsh Language Commissioner. It also states our arrangements for overseeing, promoting and facilitating these standards. A copy of the standards provided to Ofcom and referred to in this document is available at <https://ofcom.in/WelshLang>

Below we set out additional measures that have been implemented to ensure compliance with any new requirements resulting from the Welsh language standards. This document was updated in March 2022.

Service Delivery Standards

HOW WE COMPLY	PROMOTION AND FACILITATION	SUPERVISION
<p>RECORDING LANGUAGE CHOICE The Ofcom Wales team records the language choice of external stakeholders on a master database which is updated as necessary.</p> <p>CORRESPONDENCE The external e-mails of Ofcom Wales staff include the following text in the automatic signature of individuals: - 'You are welcome to contact me in Welsh. Contacting in Welsh will not cause delay.' It is noted on Welsh language response forms to Ofcom's key consultations that respondents are welcome to submit their response in Welsh and that this will not cause delay. Ofcom's corporate headed paper includes the Welsh version of the logo with the line "making communications work for everyone" and a bilingual footer.</p> <p>TELEPHONE NUMBERS/CALLS All telephone calls to the Ofcom Wales office are answered with a bilingual greeting. Callers to the Welsh Language Helpline are greeted in Welsh only. A bilingual message is played on Ofcom Wales' main number outside office hours. The Welsh Language Line answerphone has only a Welsh message. People can also select their preferred language, Welsh, or English, when calling Ofcom's main helpline.</p> <p>The Welsh Language Helpline number is promoted on our website side by side with our UK call centre number in Welsh and English and on our social media.</p>	<p>To promote and facilitate the implementation of the standards, the Welsh language officers have co-ordinated a communication plan which includes the following: -</p> <ul style="list-style-type: none"> • Regular updates on Ofcom's Welsh language activities to the Wales Advisory Committee, the Nations Committee, the Policy Management Board and the Ofcom Board. • The Human Resources Department includes a presentation on the Welsh language and standards in an induction session for all new staff. • The Welsh Language Standards are part of the quarterly 'Introduction to the Nations' session for staff who are new to Ofcom. • One-to-one sessions for new members of the Communications and Digital and Creative teams with the Welsh language officers. • Producing an internal promotional video on the Intranet as part of the 'Welsh Corner', explaining the history of the Welsh language, what the standards mean for the organisation, how they are implemented and what to do next. • A video guide on how to arrange Welsh translations. • Internal learning module on Welsh on Ofcom's official learning platform. • Welsh Language Champions were established across Ofcom in March 2021. Their job is to ensure that their teams consider the needs of the Welsh language and to 	<p>WELSH LANGUAGE OFFICERS The Senior Welsh Language Advisor is responsible for overseeing Ofcom's compliance with the Welsh Language Standards. The Welsh Language Officer supports the Senior Advisor and manages all translations and publication of all Welsh documents. These two officers are the point of contact for matters relating to the Welsh language and the compliance notice. Staff and members of the public can contact them by emailing welshenquiries@ofcom.org.uk</p> <p>Both officers speak Welsh fluently and have University degrees in Welsh at Masters level. The Welsh Language Officer is also a professional Translator.</p> <p>An appointed member of Ofcom's Management Board is responsible for oversight of Welsh language issues at a senior level when necessary.</p> <p>Several members of the Advisory Committee for Wales, including the Chair, speak Welsh fluently and contribute to Welsh language issues on a regular basis. The Content Board Member for Wales is also a fluent Welsh speaker.</p> <p>POLICY Those staff who make policy decisions have been made aware of the need to comply with the set of Policy Making Standards where applicable. They were presented with a Welsh Language Impact Assessment Form which has</p>

MEETINGS

All staff in the Ofcom Wales team are aware of and comply with the requirements of the Standards in relation to meetings.

Simultaneous translation is provided through a conference system for Ofcom Wales virtual meetings when it is needed.

The Wales Advisory Committee's bilingual agendas and minutes are uploaded onto the [Ofcom website](#) once they have been approved by the Ofcom Board.

LICENCES

Relevant staff are aware of the Standards' requirements and appropriate procedures have been put in place to ensure compliance if a licensee requests a Welsh language version of their licence.

TRANSLATION

The decision to provide a Welsh language service is based on the following criterion: if the service in question relates to matters that affect, or is likely to be of relevance to, consumers, citizens, or businesses in Wales, then we will provide a Welsh language service as standard practice.

This approach is used under the Welsh Language Standards system in relation to the provision of publications, news releases, web pages and the creation of Welsh language apps.

NEWS RELEASES/DOCUMENTS AND FORMS

Ofcom's Welsh Language Officers contribute to regular conference calls with the

inform the Welsh Language Officers of projects that need their input.

- Awareness sessions at various group team meetings across the organisation.
- Stories on Ofcom's Intranet on a regular basis.
- A news release published to the media in Wales on 25 January 2017 underlines Ofcom's commitment to the Welsh language. This message also appears in our [Annual Reports to the Commissioner](#).
- We regularly use #yagym hashtag on our Welsh Twitter account to promote our Welsh language tweets to a wider audience.
- Our English Twitter account sets out the details of the Welsh account in its description of the account and promotes the Welsh account on a regular basis.
- We participate in the Welsh Commissioner's #MaeGeniHawl campaign [in Welsh and English](#).
- We have created a dedicated page on our website [promoting our work in Welsh](#) including a new video produced during Summer 2021 giving the public a taste of our Welsh language services. The video was used on social media as part of the #MaeGeniHawl campaign.
- The "Our Work in Welsh" link to the dedicated web page mentioned above is available on Ofcom's website footer under 'Information about Ofcom'. This ensures that it is visible on the website throughout the user's journey in both Welsh and English.

been embedded in the corporate process.

The Senior Welsh Language Advisor holds awareness sessions with various policy teams and has prepared a guidance document for them.

The Policy teams' project management system includes a mandatory box noting Welsh language considerations, which is monitored by the Welsh Language Officers. Members of Ofcom's Policy teams are also Welsh Language Champions to ensure that the requirements of the Standards are considered from the outset where relevant to their work.

Approval is requested for Ofcom's Annual Report on the Welsh language through the relevant governance channels before it is [published on our website](#).

<p>Communications team at Ofcom’s main office and identify the need to translate news releases, documents and update texts on a working document that is shared between departments. All of these are translated in accordance with Ofcom's Standard Procedure for translating documents.</p> <p>An effective process has been established with the Digital Team to ensure that Ofcom's Welsh language website is updated and developed at the same time as the English language website. Our ‘Publishing on the Web in Welsh’ guidance is also available for digital staff.</p> <p>A link is provided to the Welsh version of documents that have been translated on the cover of Ofcom's English language online publications.</p> <p>CONTINGENCY PLAN A contingency plan was provided to Ofcom staff at the start of the Coronavirus pandemic to ensure that compliance with the Standards would continue if Welsh Language Officers fell ill.</p>	<ul style="list-style-type: none"> • We produce a bilingual e-newsletter for subscribers to Ofcom news emails, promoting Ofcom's Welsh language news centre. 	
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